



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Frontier Communications - Midland, Inc.
for quarter ending September 30, 2010

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	2.00	1.60	1.67	1.76
B. Operator Answer Time - Information [730.510(a)(1)]	5.80	5.60	3.77	5.06
C. Repair Office Answer Time [730.510(b)(1)]	115.00 *	55.00	51.00	73.67 *
D. Business or Customer Service Answer Time [730.510(b)(1)]	108.00 *	59.00	50.00	72.33 *
E. Percent of Service Installations [730.540(a)]	94.55%	98.65%	96.15%	96.45%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	85.37% *	84.71% *	93.33% *	87.80% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	2.90	2.90	1.80	2.53
H. Percent Repeat Trouble Reports [730.545(c)]	8.00%	7.00%	15.00%	9.51%
I. Percent of Installation Trouble Reports [730.545(f)]	1.82%	6.76%	0.00%	2.86%
J. Missed Repair Appointments [730.545(h)]	37	24	5	22
K. Missed Installation Appointments [730.540(d)]	3	1	2	2

Comments

FC Midland



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